University of Arkansas for Medical Sciences

Part II - Security Management Plan
FY20

I.   MISSION STATEMENT

The objective of the UAMS Security Management Plan is to provide a safe & secure environment for employees, students, patients and visitors, of the University Of Arkansas for Medical Sciences, as well as to minimize the risk of injury or property loss due to criminal activity, or work place violence.

The mission, values and philosophy of the UAMS Police Department and UAMS are to create a comprehensive system to provide health care and related services including education and research for the benefit of the people it serves. Consistent with the mission, values and philosophy of UAMS campus Deans, Medical Staff, and Administration has established and provide ongoing support for the Management Program set out in this plan.

II.   SCOPE

The Security Management Plan establishes the parameters within which a safe and secure environment of care is established, maintained and improved for the UAMS campus. This plan addresses specific responsibilities, general security and related employee education programs. These and other elements of the Security Management Plan are directed toward managing the activities of the staff so the risk of injury to patient, visitors and employees on the U.A.M.S Campus (Little Rock) are reduced, and employees can respond appropriately in emergencies. The U.A.M.S. Police Department makes suggestions on security management issues to other areas outside of U.A.M.S. main campus through requested Risk Assessments. The UAMS Police Department facilitates the Security Management Program at UAMS.

The UAMS Police Department collects information from the following buildings on campus:

List of applicable buildings:
Central Building (HAP) Site ID 18696
Ward Tower (HAP) Site ID 18696
Hospital (HAP) Site ID 18696
Psychiatric Research Institute (HAP) Site ID 18696
Jones Eye Institute (AMB) Site ID 18696
MRI (AMB) Site ID 18696
Out Patient Center (AMB) Site ID 18696

911 is contacted first. UAMS Police are a secondary response when notified.

UAMS Sleep Lab (Off site Business Class) Site ID 525518
University Women's Clinic (Off site Business Class) Site ID 258911
University Women's Health Center (Off site Business Class) Site ID 125240

III. AUTHORITY / REPORTING RELATIONSHIP

The UAMS Safety Coordinating Committee has authority to coordinate and administer the UAMS Security Management Plan and its resulting policies and procedures. Program implementation is the joint responsibility of the UAMS Police Department, Occupational Health and Safety, and Telecommunications. The UAMS Environmental of Care Committee, a subcommittee of the Safety Coordinating Committee establishes goals and responsibilities, which are developed and reviewed as part of the annual evaluation, and includes representatives from Occupational Health and Safety, Engineering & Operations, Design and Construction, Clinical Engineering, Telecommunications, Police Department, and Support Services.

The Environment of Care Committee is responsible for directing the security program, including an ongoing, organization-wide process to minimize risk and threat to the welfare of patients, visitors, and employees.

The Environment of Care Committee has been given authority by the Chancellor to organize and implement the Security Management Plan. The Environment of Care Committee will evaluate the trends and information gathered by the committee, develop appropriate policies and procedures, understand applicable security regulations and evaluate the effectiveness of the security program and its components on an annual basis. Responsibilities of the Environment of Care include reporting significant findings to the Safety Coordinating Committee.

IV. OBJECTIVES

1. Complete Incident reports for all security incidents.

2. To strive for the prevention of crime and to provide staff, patients, and visitors with a safe and secure environment.

3. Increase staff knowledge of the procedure for reporting security incidents.

4. Utilize security technology as appropriate

5. Manage VIP and potential media (under the direction of the Campus Media Relation Department).

V. INTENT PROCESSES

A. **Emergency Security Procedures:** The UAMS Police Department maintains complete policies and procedures for actions to be taken in the event of a security incident or failure. Routine checks are made on all panic alarms, and all campus and parking area emergency phones. The Police Department dispatcher maintains view of camera on entryways and sensitive areas. The UAMS Police department has a policy addressing civil disturbances, Policy # O-24. These include managing pedestrian and vehicle traffic and visitor control. In the event of a large group, assistance may be requested from the Little Rock Police Department, the Veteran's Affairs Police Department, and/or the Arkansas State Police.

The UAMS Police Department has an officer and a security officer stationed at the Emergency Department 24/7. A police officer is stationed in OPC Prisoner Intake area, Monday through Friday during regular business hours. Two security officers patrol the

Cancer Institute during designated hours. A night shift officer works the main information desk and adjacent metal detector in the late night hours.

Officers make regular rounds, unlock and lock exterior door at scheduled times, and respond to all police related calls to maintain a safe and orderly environment. The UAMS Police Department, in conjunction with the Media Relations Department, will assist media with an acceptable waiting location for information and reporting. Additional officers are called in as necessary to support these functions.

B. **Addressing Security Issues**: A security risk assessment is conducted annually of the facility, which includes high risk sensitive areas. The UAMS Police Department maintains the following:

Relative crime statistics
Risk Assessment
Incident Reporting System

C. **Reporting and Investigations:** The UAMS Police Department documents security related incidents for patient and visitor incidents, employee incidents and property damage. Security Incident Reports of patient and visitor security related incidents are completed by the UAMS Police Department directed to the Chair of the Environment of Care Committee. Employees involved in security related incidents will contact the UAMS Police Department. These reports will also be directed to the Environment of Care Committee.

The UAMS Police Department performs analysis of these incidents, the findings or the analysis is reported to the Environment of Care committee. The incident analysis is intended to provide an opportunity to identify trends or patterns that can be used to control or prevent future occurrences.

Identification: Employees, Physicians, Volunteers, Students, Contractors and Vendors are identified by identification badges. These badges are to be worn above the waist for visibility. Patients wear wristband identification in restricted areas where access is controlled:

Access Control:

High End: Sensitive areas are addressed from limited access control by use of identification cards, 24 hour monitoring and continuous staffing.

Mid-Level: General areas are secured using card access and locks and keys.

Low Level: Monitored through department policy related to visitor control and employee observation.

D. **Vehicular Access:** Vehicular access to the Emergency Department area is monitored by the UAMS Police Department 24/7.

VI. ORIENTATION AND EDUCATION

A. **New Employee Orientation**: The Security Management Education Orientation and Training Program, begins with the new employee orientation for all new employees.

B. **Annual Continuing Education:** The Annual Continuing Education Program for UAMS includes self-directed computer based learning modules. These modules contain learning materials and test. These modules can be used by individual employees or

as a guide for group presentations. Directors or Managers determine the most appropriate method of instruction for employees in their department or unit. Modules are reviewed and/or revised as necessary. New modules are developed when the need is identified.

C. **Department Specific Training**: Managers and/or directors are responsible for seeing that new and current employees are oriented to department security policies and procedures and specific job related hazards. Employees working in security sensitive areas are trained in processes for minimum security risk.

D. **Contract Employees:** Assessment and needed education is done at the time of assignment.

VII. INFORMATION COLLECTION AND MONITORING (ICES) – PERFORMANCE MONITORING

UAMS ongoing performance monitoring is conducted. The following performance monitors have been established and will be maintained for the coming year. Measuring security trends as follows:

1. Assaults
2. Theft/Larceny
3. Workplace Violence

The UAMS Police Department oversees the development of performance monitors for the Environmental of Care and Safety Coordinating Committee. Data from these performance monitors are reported quarterly to the Safety Coordinating Committee. The objectives, scope, performance, and effectiveness of the Security Management Plan are evaluated annually by the Safety Coordinating Committee. The following aspects of the program will be assessed:

Staff Knowledge and Skills
Noteworthy Trends or Incidents
Goals and Objectives for the Upcoming Year

VIII. ANNUAL EVALUATION

A. The Safety Officer has overall responsibility for coordinating the annual evaluation process with each of the seven functions associated with managing the Environment of Care. The annual evaluation examines the objectives, scope, performance, and effectiveness of the Safety Management Program.

B. The annual evaluation is presented to the SCC by the end of the first quarter of each year. The SCC reviews and approves the report. The deliberations, actions, and recommendations of the SCC Committee are documented in the minutes. The annual evaluation is distributed to the Chancellor, Vice Chancellor for Clinical Programs, Board of Trustees, Medical Director and other department managers as appropriate. This finalizes the evaluation process.

IX. CORRESPONDING POLICIES

UAMS Police Department Policies:

Code Red   A-01,
Code Green   A-02,
Code Gray   A-03,

Code Pink/ Infant Abduction   A-06
Code White/ Bomb Threat Policy   A-07,
Security Alarm Procedures   A-08,
Methadone Robbery Response   A-09
Biomedical Research BL3 A-10
Radiation Storage Areas A11
Presidential Trauma Scenario   S-01
Foreign Dignitaries / VIP Security   S-02,
Lock Down/Active Shooter S-08
Emergency response Procedures   S-10

Administrative Guide Polices